North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

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HBR Monthly Webinar

March 13, 2019

Agenda

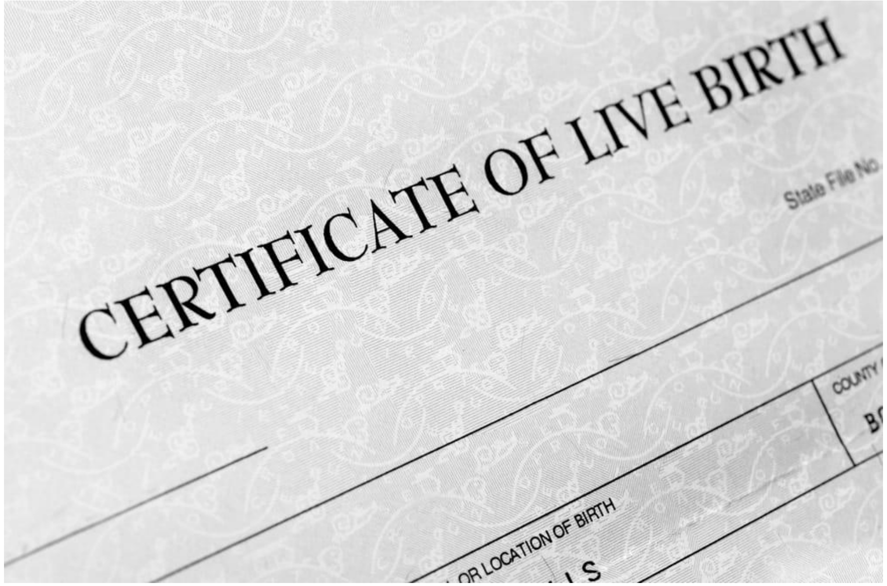
- QLE & Dependent Verification
- Verification of Facts
- Retire Members Timely
- HBR Scorecard
- HBR Scorecard FAQs
- On-Site Trainings
- Pre-65 Meetings Coming Soon
- State Health Plan 101 Webinar Series

QLE and Dependent Verification Reminder

- Dependent verification documentation is required for all dependents.
- **It is the HBR's responsibility to ensure that proper documentation is uploaded for all new dependents.**
- A full list of required documents for Qualifying Life Events (QLEs) and Dependent Eligibility can be found on the Plan website under the HBR tab.
- The Plan conducts monthly audits to review documentation in eBenefits.
  - ✓ If documentation is insufficient or missing, an email will be sent to the HBR.
  - ✓ If documentation is not provided within 2 business days of that email being sent, the transaction is reversed.
- If you haven't already, please enroll in the QLE training in HBR University.

Verification of Facts

- Verification of Birth Facts is only acceptable for newborns who are less than 6 months old.
- Once the baby turns 6 months old, the Plan will require a birth certificate to be uploaded into eBenefits.



Retire Employees Timely

- HBRs should terminate retiring active employees timely
  - ✓ Terminations due to retirement should be processed at least 30 days before the retirement date.
  - ✓ This allows time for paperwork to be submitted
  - ✓ Retiree benefit options are limited if not processed timely
  - ✓ Timely processing ensures that Medicare-eligible members are offered the UnitedHealthcare Medicare Advantage plans as an option
    - Otherwise, they will be defaulted to the 70/30 Plan
- For more information on how to retire a member in eBenefits, please review details on the HBR Training and Development page.
- If additional benefit changes are needed after the termination is processed but before the last day of coverage on the active group, HBRs may contact HBR Support at 800-422-5249, create a case via One Place 365 or contact your Account Manager.

2nd HBR Scorecards Launched!

- The 2nd HBR scorecard was emailed to each agency between 3/1 and 3/3.
  - ✓ An FAQ document was included in that email.
- Scorecards will be delivered monthly and will include data from the previous 90 days related to:
  - ✓ QLE & Dependent Audit Compliance
  - ✓ Exception Statistics
  - ✓ Outstanding Tasks Lists in eBenefits
- Scorecard data will be used to develop customized training for topics identified through the scorecard.
- A job aid is available in HBR University to assist you with understanding your scorecard
  - ✓ 1st time HBR University users will be required to register.
  - ✓ Job aid can be found in the Resource Center or the Course Catalog.
  - ✓ To access HBR University click here: https://shpnc.skyprepapp.com/account/signin
- Please email your scorecard questions to HBRInquiries@nctreasurer.com

HBR Scorecard FAQs

- **What do the colors mean on the top of the scorecard?**
  - ✓ The total score each group has earned out of 10 possible points dictates what color the scorecard will be. Anything under 50% is red, 51% to 70% is yellow, and anything above 70% is green.
  - ✓ The color is an indication of the success of your group's eligibility and enrollment management. In the coming months, groups that consistently maintain a green scorecard <u>will not have all</u> QLEs and new dependents audited. More details will be shared on this as the year progresses.
- **Are the outstanding tasks being counted against me?**
  - No, the tasks listed are for informational purposes only and reflect any task that is over 30 days old. Keep in mind:
    - ✓ Tasks should not be approved if the appropriate documentation has not been provided. If the member does not submit documentation within 30 days from the **event** date, their pending task should be declined.
    - ✓ Tasks for members who are outside of their initial eligibility window should be declined.
    - ✓ If tasks remain for dependent verification after the dependent has been terminated, reach out to Benefitfocus (BF) to have the member recalculated.

HBR Scorecard FAQs, cont'd.

- **What determines the percentage of groups audited?**
  - ✓ The State Health Plan is currently auditing all life events and new hire dependents for appropriate documentation. The percentage reflects the number of people audited in comparison to the total enrolled.
  - ✓ The number not reviewed yet indicates members that are in queue for the State Health Plan to review.
- **What does the Exception ranking mean?**
  - ✓ The exception ranking compares the number of exceptions you submit to other groups. The closer the number is to 1, the farther your group is from the average number of exceptions received.
  - ✓ You want this number to be as close to the total number of groups as possible.

On-Site HBR Trainings Coming Soon!

- The State Health Plan will be hosting 10 in-person trainings statewide from March through June.
- These sessions are great for a refresher as topics will include:
  - ✓ eBenefits Overview & Reports
  - ✓ eBilling
  - ✓ Benefits
  - ✓ Documentation & QLEs
- Details were sent out in the 3/1/2019 HBR Update

- Regional HBR Trainings:
  - March 11 in Guilford County
  - April 8 in Wake County
  - April 22 in Wayne County *Location TBA*
  - May 3 in Mecklenburg County
  - May 17 in New Hanover County
  - June 24 in Buncombe County *Location TBA*
- Specialized HBR Trainings:
  - March 29 in Pitt County
  - April 12 in Pasquotank County
  - May 13 in Halifax County
  - June 25 in Watauga County

Medicare Eligible Information Sessions

- The State Health Plan will be offering in-person information sessions on "Understanding Your Medical Plan Options When You Become Medicare-Eligible." These popular sessions are free of charge and are designed for active employees who will soon be 65, are already 65 or older, and retirees getting ready to turn 65.

- Each session lasts approximately 2 hours and will explain important information regarding Medicare, retirement health benefit options and offer the opportunity to ask questions. The in-person sessions are held across the state and will run from March through June. To register, employees can visit the State Health Plan website at www.shpnc.org

- If you have employees nearing retirement, you are encouraged to promote these sessions to them as a resource. As an HBR, you are also welcome to attend to learn more about how to assist your employees through this process.

- If employees are unable to attend an in-person meeting, the Plan is offering convenient online webinars on the same topic now through July. To register for a webinar, employees can visit the website at www.shpnc.org and click "Upcoming Webinars."

State Health Plan 101

- Encourage your employees to attend our State Health Plan 101 webinars, held throughout the year.

- These free webinars help your employees make the most of their Plan benefits, from online tracking tools and pharmacy benefits to tips on getting through Open Enrollment.

- Employees can find State Health Plan 101 webinars, listed by topic, on the Plan website at www.shpnc.org. Just scroll down the main page and look for upcoming webinars!

Thank You!

Questions?

This presentation is for general information purposes only. If it conflicts with federal or state law, State Health Plan policy or your benefits booklet, those sources will control. Please be advised that while we make every effort to ensure that the information we provide is up to date, it may not be updated in time to reflect a recent change in law or policy. To ensure the accuracy of, and to prevent the undue reliance on, this information, we advise that the content of this material, in its entirety, or any portion thereof, should not be reproduced or broadcast without the express written permission of the State Health Plan.

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